

FORM L-41	PERIODIC DISCLOSURES
GRIEVANCE DISPOSAL	

Insurer: SHRIRAM LIFE INSURANCE CO. LTD. Date: 30.06.2021

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance * As on begging of the quarter	Additions during the quarter	Complaints Resolved/ settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Death Claims	3	7	1	0	9	0	7
b)	Policy Servicing	0	28	22	0	6	0	28
c)	Proposal Processing	0	14	4	0	10	0	14
d)	Survival claims	2	20	12	0	8	2	20
e)	ULIP Related	0	0	0	0	0	0	0
f)	Unfair Business Practices	1	68	32	0	33	4	68
g)	Others	1	22	9	0	13	1	22
	Total Number of complaints	7	159	80	0	79	7	159

2	Total No. of policies during previous year	295985
3	Total No. of claims during previous year	27287
4	Total No. of policies during current year	42556
5	Total No. of claims during current year	9300
6	Total No. of policy complaints (Current Year) per 10,000 policies (Current year)	37.36
7	Total No. of claim complaints(current year) per 10,000 claims registered (current year)	7.53

8	Duration wise Pending Status	Complaints made by customers	Complaints made by interme-diaries	Total
a)	Upto 7 days	7	0	7
b)	7 - 15 days	0	0	0
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & benond	0	0	0
	Total Number	7	0	7

* Opening balance should tally with the closing balance of the previous financial year.